

# Gateshead LINK Annual Event 2009



Involving Local People in  
Health and Social Care

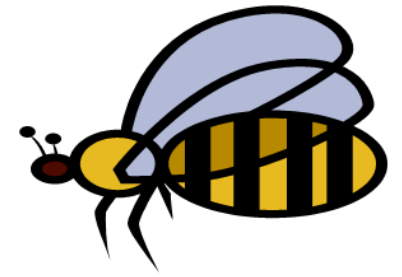
# Welcome .....

- Today we are going to offer information on what the LINk has been up to this year
- Most importantly, we want you to tell us your priorities for the coming year



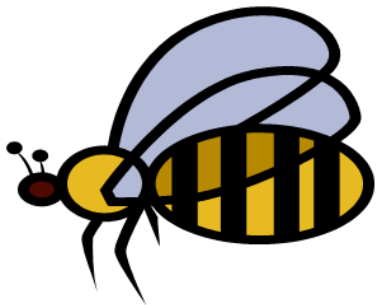
# What is a LINK?

- A Link is made up of individuals and community groups who work together to improve local health and social care services
- The job of your LINK is to find out what people like and dislike about local services, and to work with people who plan and run them to help make them better
- Most of all your LINK needs you!



What have we been doing since  
last year?

Quite a lot of things really .....



# Our first Annual Report

- You will find this in your delegate packs – please feel free to ask us any questions about it



# Our staff ....

- We have our full compliment of staff:  
Kim Newton – Project Administrator  
Julie Whitehouse – LINK Coordinator  
Ruth Dodds – Communications and Engagement Officer
- Our last team member Ruth, who started in March has been working hard on spreading the word about LINK and building our membership



# Keeping in touch with our members



- Quarterly newsletter - to all LINK members
- New members information pack - things you might want to know
- Weekly e-bulletin to the LINK Steering Group to keep us up to date on emerging health and social care issues



# Training, events, conferences



- We have attended a lot of events both to raise the profile of LINk and to be better informed on health and social care issues
- These are too numerous to list but if you'd like to know more, please ask a member of the Steering Group – the events are in the Annual Report

# Building new relationships

- Gateshead Council Healthier Communities Overview and Scrutiny Committee (who oversee council services)
- We have agreed how best to work together, meet regularly and can refer issues that we think need more attention.



# New relationships

- Gateshead Primary Care Trust
- Gateshead NHS Foundation Trust  
i.e. Gateshead hospitals



We have key lead contacts into these organisations. They direct us to the best people to speak to on a given topic

# New relationships



- North- East Ambulance Service (NEAS)  
We have representation on a Regional Forum.  
This enables us to raise any issues regarding ambulance services or patient transport
- Care Quality Commission (CQC)  
We have established direct contact with CQC who look after standards of adult health and social care provision

# across Gateshead Council ...

- People involved with Community Based Services and social care:

Margaret Barrett – Head of Adult Care Services

Bernie Cowan - Valuing People Coordinator

Paul Gertig – Health Development Manager

Penny Gray – Personalisation Programme Manager

Andi Parker – Involvement Officer

Julie Walls – Service Manager Safeguarding and Commissioning

Margaret Whellans - Group Director Community Based Services

# Other new developments .....

- Regional LINK Network

We have been involved in looking at a regional network so LINKs can work together and share issues

- ‘Enter and View’

We are working on our E&V policy, training and selection of members to do this. We will shortly be asking for volunteers to do this work

# Other new developments .....

- LINK and the 'Annual Healthcheck'  
LINK are entitled to contribute to the annual self-assessment of health organisations
- In the coming year we expect to have a lot more to comment on - due to our working groups activities (more on this coming up)

# Other new developments .....

- Our very first elected Steering Group. All our membership were asked if they wanted to stand for election and were supported to do so.
- The SG can co-opt other people and hope to be doing this soon to support our work.
- We will shortly be introducing the elected Steering Group.

# Last but not least .....



- The LINK has established 4 working groups from what we were told at this event last year:
- Hospital Discharge
- Residential Care
- Mental Health (crisis intervention)
- Carers Issues

The members of these groups will be saying more about these shortly.

# What's coming up?

- The LINK website – we are developing our own website. This will help us communicate what we are doing and get feedback.
- World Mental Health Day (10<sup>th</sup> October).  
LINK, with many other partners, will be supporting this event.
- LINK attendance at the Health and Social Care Partnership.

# Other events .....

- LINK Annual Stakeholder Event (23rd October)  
A bit like this event, but rather than for LINK members and members of the public, this is to inform our partner organisations in health and social care about LINK activities.

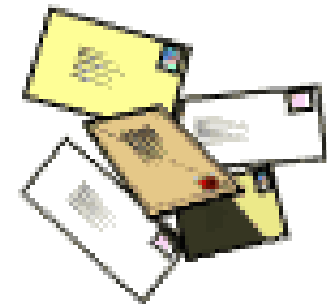


# our voluntary sector partners ....

- 'Communicating with our partner organisations' (26<sup>rd</sup> November)

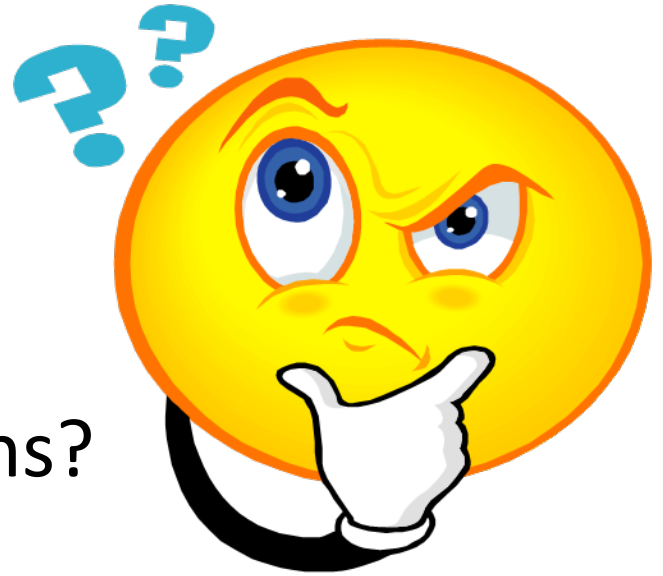
We want to discuss how best to involve both the voluntary, community and statutory sectors and their clients / members

**Invitations are coming soon**





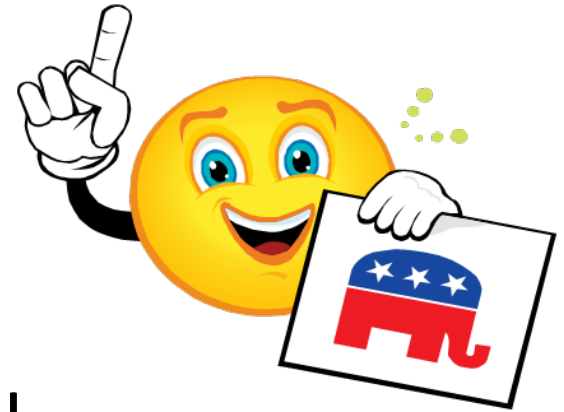
And although there's much more, that's probably enough for now!



Any questions?  
over to you .....

Please remember you can catch us at lunchtime  
or later in the day

Don't forget .....



Our LINK Graffiti Wall

For any of those questions you don't get the  
chance to ask

(you will have to leave a contact number)